Zebrix integrators informations

This page regroups useful ressources, links and advices for zebrix integrators & resellers.

Information regarding SAMSUNG SSSP Screens

Compatible models

zebrix is designed to be compatible with every generations of SSSP (SAMSUNG Smart Signage Plartform). However there might be few exceptions. The compatibility is more related to the firmware version than the screen model itself (see next item).

Please use the following link to check the list of all SAMSUNG screens that have been tested and approved by the technical team: Tizen screen compatible with Zebrix V3

Compatible firmwares

> ⚠️ It is very important to insure that the firmware is compatible: Tizen firmwares compatibility with zebrix

Please note that when a new generation of SSSP is available on the market, it is very common that the firmware contains some bugs that needs to be solved by SAMSUNG or that some adaptations need to be done in the zebrix application. So please check given links to insure the new model of screen will be able to work. If not, it generally takes between a few days to a few weeks to implement compatibility and received required firmwares updates from SAMSUNG. Please check this point before every new projects.

Firmware update procedure

If the firmware you have on the display is not compatible, please update the firmware following these guides:

- How to upgrade SAMSUNG SSSP firmware from CMS?
- Samsung SSSP USB Firmware Upgrade

Screen configuration

Here is a link to the initial screen configuration: Initial configuration of a SAMSUNG tizen screen

Advices for best screen availability

We all now that black screen is the thing we all want to avoid. Some settings on SAMSUNG screen can drasticaly improved the availability of screen. To following options should be configured on every installed SAMSUNG Screens:

- **AutoPower Off** must be set to Off: this will avoid screen to switch automatically to standby mode
- **AutoPower ON** must be set to ON: this will allow the display to automatically power on when connected the power plug (useful after a power outage)
- **AutoSource Switching** should be enabled: this will insure the display to avoid being blocked on a wrong source following a user action with the remote control or screen panel buttons and always switch back to the zebrix app. The last step of the initial configuration guide explains how to enable it properly.
- **Timer ON**: at least one "ON Timer" should be defined in the morning to avoid a screen to remain in standby mode following an unexpected "Power Off" triggered by the user from the remote control or screen panel buttons.
- **Screensaver OFF**: since a firmware update on SSSP10, a screensaver is now enabled by default and will be started automaticaly by the SAMSUNG DISPLAY, it must be disabled.

You'll find a detailed guide regarding these options right there: How to maximize the availability of your SAMSUNG screen that runs zebrix?

Troubleshooting

Here is a guide a troubleshooting guide for SAMSUNG SSSP Screens: SAMSUNG screen: troubleshooting guide

Information regarding zebrix external player

Compatible models

zebrix player sold by zebrix are fully compatible and optimized for zebrix. In the case of a player sold by zebrix, we will also take care of the support of the player. If you want to sold your own players and accept to be in charge of the support, you can have a look to the following list of compatible models of players that has been tested: List of known compatible external players for zebrix

Full system reinstallation

When there is any technical problem on the player, it is recommended to proceed to a full system reinstallation. This operation can easily be done, even by a non-technical person, using a fully unattended zebrix USB reinstallation drive. Here is guide explaining how to create and use such a USB drive: Zebrix player full OS (re)installation You'll also need the download link to the latest version of the zebrix player OS: https://downloads.zebrix.net/23.04-04-ZEBRIX-USB-AUTOINSTALL.zip

Information regarding other zebrix client

zebrix screensaver for Windows

The zebrix screensaver for windows can be downloaded here:
https://downloads.zebrix.net/zebrix-screen-windows.setup.latest.exe

zebrix client for Windows

We don't recommend using Windows for standalone digital signage. However, if you can't use a SOC based display or a zebrix external player, you can use the zebrix client for windows using the same setup package that is used for the screensaver. At the last step of the installer when installing the screensaver is requested, please answer "no". You then need to set up windows to start the zebrix executable file at each startup and setup windows properly to avoid: reboots, pop-up, updates and so on.

zebrix client for Android display

- https://screenv3.zebrix.net/zebrix-screen-latest-kiosk.apk kiosk version (will replace the android built-in launcher to become the default app that will run a(t foreground on device startup.
- https://screenv3.zebrix.net/zebrix-screen-latest.apk android app version, need to be started manually like any other android app. (useful for on-demand signage or interactive displays)

From:
https://documentation.zebrix.net/ - **zebrix documentation**

Permanent link:
https://documentation.zebrix.net/doku.php?id=en:zebrixresellerinformation

Last update: **2023/11/28 10:36**